

Communications Industry
Consumer Contacts that Require Enhanced Processing
Presented by Utility Company, Category and Subcategory
December 2016

This report presents a subset of total consumer contacts reported in Table 1. This data represents consumer contacts that require enhanced processing for resolution of consumers' complaints. These cases are known as Informal Complaints (ICs) and are sent to the appropriate utility for investigation. The utility must respond to the CPUC and address the allegations of the complaint. The following table reports the ICs by utility company and the nature of the complaint by category and the more specific subcategory.

Table 2 - Communications Industry Contacts: The companies listed in the table are organized in alphabetical order. Companies' names in this list may not reflect the company name under which services are marketed to the consumer.

Utility Code	Utility Name	Category	Subcategory	Count
CER4458	AmeriMex Communications Corp.	Lifeline	LLB Discount Switched to Other Carrier	1
			Total ICs	1
CLC1001, LEC1001	AT&T California	Billing	Bill Adjustment	12
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	14
		Billing	Other Charges	6
		Billing	Out of Service Credit - OOS	3
		Billing	Payment Error	1
		Lifeline	LLB Address Error	3
		Lifeline	LLB Application Request	6
		Lifeline	LLB Approved for Discount	4
		Lifeline	LLB Discount Switched to Other Carrier	5
		Policy and Practices	Abusive Marketing	2
		Policy and Practices	Safety	1
		Service	Call Quality	3
		Service	Delayed Orders/Missed Appointments	9
		Service	Number Portability - Wireless or Landline	1
		Service	Outage	16
			Total ICs	90
CLC5002, CLC6346, IEC5002, IEC6346	AT&T Corp.	Billing	Other Charges	1
		Policy and Practices	Abusive Marketing	1
			Total ICs	2
CEC3014, CEC3021	AT&T Mobility	Billing	Bill Adjustment	1
		Billing	Bill Not Received	1
		Billing	Early Termination Fee - ETF	2
		Billing	High Bill	10
		Billing	Other Charges	2
		Policy and Practices	Abusive Marketing	3
		Service	Delayed Orders/Missed Appointments	1
		Service	Refusal To Serve	1
			Total ICs	21
CLC7118	Birch Communications	Policy and Practices	Abusive Marketing	1
			Total ICs	1

Utility Code	Utility Name	Category	Subcategory	Count
CLC5335, IEC5335, IEC6018	CenturyLink	Billing	Slamming	1
			Total ICs	1
CLR5227, IEC5227	Clear Choice Communications; Excel Communications; Matrix Business Technologies; Trinsic Communications;	Policy and Practices	Abusive Marketing	1
			Total ICs	1
CLC5698, IEC5698	Comcast Digital Phone	Billing	Bundled Services	1
		Billing	Disputed Customer of Record	1
			Total ICs	2
CLR6977	Connect To Communications, Inc.	Billing	High Bill	1
			Total ICs	1
CER4328	Consumer Cellular, Inc.	Billing	High Bill	1
			Total ICs	1
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	Billing	Bill Adjustment	1
			Total ICs	1
CER4436	enTouch	Lifeline	LLB Discount Switched to Other Carrier	1
		Lifeline	LLB Federal Program/Equipment	1
			Total ICs	2
LEC1009	Foresthill Telephone Company, Inc.	Service	Disconnected In Error	1
			Total ICs	1
CLC1002, LEC1002	Frontier California Inc.	Billing	Bill Adjustment	7
		Billing	Bill Not Received	1
		Billing	Bundled Services	1
		Billing	Cramming	1
		Billing	Disputed Customer of Record	1
		Billing	Early Termination Fee - ETF	3
		Billing	High Bill	19
		Billing	Other Charges	5
		Billing	Out of Service Credit - OOS	2
		Billing	Slamming	1
		Lifeline	LLB Approved for Discount	2
		Policy and Practices	Abusive Marketing	4
		Policy and Practices	Safety	1
		Service	Call Quality	1
		Service	Delayed Orders/Missed Appointments	8
		Service	Disconnected In Error	1
		Service	Number Portability - Wireless or Landline	2
		Service	Outage	16
Service	Refusal To Serve	2		
	Total ICs	78		
CLC6842	Granite Telecommunications, LLC	Billing	Slamming	1
			Total ICs	1
CER4381	Greatcall, Inc.	Billing	Other Charges	1
			Total ICs	1
IEC5168	Intellicall Operator Services, Inc.	Billing	Other Charges	1
			Total ICs	1
CER4442	Life Wireless	Lifeline	LLB Approved for Discount	1
			Total ICs	1

Utility Code	Utility Name	Category	Subcategory	Count
CLC5502, IEC5502, CLR5502	Preferred Long Distance, Inc.	Billing	Slamming	6
		Policy and Practices	Abusive Marketing	4
			Total ICs	10
CER4447	Red Pocket, Inc.	Service	Number Portability - Wireless or Landline	1
			Total ICs	1
CLR7002	Sonic Telecom, LLC	Billing	High Bill	1
		Policy and Practices	Safety	1
		Service	Outage	1
			Total ICs	3
CEC3062, CER4332, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066	Sprint; Sprint PCS	Billing	Bill Adjustment	2
		Billing	Bill Not Received	1
		Billing	Cramming	2
		Billing	Disputed Customer of Record	1
		Billing	High Bill	4
		Policy and Practices	Abusive Marketing	1
		Service	Disconnected In Error	1
		Service	Disconnection Non Payment	1
	Total ICs	13		
CER4380	Surelink Mobile; TruConnect	Lifeline	LLB Address Error	1
		Lifeline	LLB Federal Program/Equipment	1
			Total ICs	2
CER4411	Tag Mobile, LLC	Lifeline	LLB Application Request	1
			Total ICs	1
CER4389, CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5721, IEC5859	Telepacific Communications	Billing	High Bill	1
		Service	Outage	1
			Total ICs	2
IER6081	TIC Long Distance	Billing	Cramming	1
			Total ICs	1
CLC6874, CLR6874, DVS1158, IEC6874, IER6874	Time Warner Cable	Billing	High Bill	1
		Billing	Late Payment Charge - LPC	1
		Lifeline	LLB Application Request	1
		Policy and Practices	Abusive Marketing	2
			Total ICs	5
CEC3056	T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile)	Billing	Bill Adjustment	3
		Billing	High Bill	6
		Billing	Other Charges	2
		Policy and Practices	Abusive Marketing	1
	Total ICs	12		
CER4231	TracFone Wireless (Net10; Page Plus Wireless; SafeLink, Simple Mobile; Straight Talk Wireless; TelCel America; Total Wireless)	Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Discount Switched to Other Carrier	1
		Lifeline	LLB Federal Program/Equipment	4
			Total ICs	6

Utility Code	Utility Name	Category	Subcategory	Count
CLC5253, IEC5253	Verizon Access Transmission Services	Lifeline	LLB Discount Switched to Other Carrier	1
		Service	Outage	1
		Total ICs		2
CER4386, CER4438, IEC5378	Verizon Business Services	Service	Outage	1
		Total ICs		1
CEC3029	Verizon Wireless, LLC	Billing	Bill Adjustment	5
		Billing	Cramming	2
		Billing	High Bill	3
		Billing	Other Charges	5
		Billing	Payment Arrangements	1
		Billing	Payment Error	1
		Policy and Practices	Abusive Marketing	1
		Service	Outage	2
		Total ICs		20
CER4327	Virgin Mobile; Assurance	Lifeline	LLB Address Error	1
		Lifeline	LLB Application Request	1
		Lifeline	LLB Discount Switched to Other Carrier	1
		Lifeline	LLB Federal Program/Equipment	6
		Total ICs		9
DVS1135	Vonage America, Inc.	Billing	High Bill	1
		Total ICs		1
CLC5553, IEC5553	XO Communications Services	Billing	High Bill	1
		Service	Number Portability - Wireless or Landline	1
		Total ICs		2
Total ICs Sent ¹				298

¹ Due to the carryover of cases received in previous months, there are slight differences between the total number of ICs sent to the utilities and the number of written contacts received in a month.